

GA Water & Well



Athens, GA

930 Newton Bridge Rd.

Athens, GA 30607

706-543-9353

Protection of Customer Data

Georgia Water & Well has no electronic copy of customer data. All data is in a paper copy locked in a filing cabinet and contains only a copy of a driver's license, date of occupancy and a billing address if different from the service address. If a customer requests a disconnection due to selling a property, paperwork is found and shredded.

103-823.2 Protection of Customer Data

Section H. Public Utility Guidelines

(a) Customer Notice and Awareness-

Georgia Water & Well Inc is in the process of posting this letter to our website. Customers will be notified on water bill of the posting.

(b) Customer Choice and Consent-

Georgia Water & Well Inc doesn't share any customer information with a third party. If at some point in the future this policy was changed any and all customers would be notified and given 60 days to opt out of sharing this information.

(c) Customer Data Access-

Any customer needing access to any and all data held at Georgia Water & Well Inc can call and request a copy at any time during business hours 8-5 Monday – Friday.

(d) Data Quality and Security Procedures and Measures-

If a customer moves or request cancelation of service, all paperwork associated with that customer is shredded as of the date account is closed.

(e) Public Utility Accountability and Auditing-

Georgia Water & Well Inc does not share any data with a third party! Any and all new employees are trained with these policies. If an employee is found giving any customer data to anyone outside of the company or the customer requesting a copy of his/her information, the employee will be removed from the company immediately.

(f) Frequency of Notice to Customers-

Going forward Georgia Water & Well will notify customers on the water bill sent out in January and June that this letter is posted on our website. A link to the website will be provided with the notice.

(g) Due Diligence Exercised by Utility When Sharing Customer Data with Third Parties-

Georgia Water & Well Inc does not share any data with third parties.

If you have any questions regarding these policy's please call us at 706-543-9353

Thank you

Georgia Water and Well Inc.